

## 911 Board Meeting Minutes June 16, 2016

Meeting called to order by CIO James Collins

Members present:

James Collins, Jamie Turner, Mark Grubb, Michael Vincent, Lewis Briggs, and Allen Metheny

Staff Members present: Eric Wagner, Matt Laick, and DAG Lisa Morris.

CIO Collins requested approval of the minutes from March 23<sup>rd</sup> 2016 meeting Mark Grubb motioned to approve, seconded by Lewis Briggs. Motion carried with no objections.

Staff Reports – Eric Wagner reviewed the last quarter expenses and income to the 911 fund. Mr. Wagner advised that we received a credit from Verizon for services not used as a result of the transition to the Intrado West platform. To date we still have Verizon 911 services and Mr. Wagner is working with the vendors as we move services to Intrado West and decommission the Verizon system. CIO Collins asked if Mr. Wagner felt that we were in line with the billing. Mr. Wagner replied that he did feel that we were. Mr. Vincent stated that this quarter we spent more than we took in. This was confirmed by Mr. Wagner due to the way the remittance is received from the Department of Finance. Mr. Turner requested to know the amount that is in the fund today. Mr. Wagner stated that he will forward the exact amount to the board via email after the meeting.

CAD Project update – George Werner gave an update as to the status of the State Wide CAD system. Mr. Werner advised that all 911 centers with the exception of Sussex Co. Fire are live on the new (Tyler New World) CAD system. Mr. Werner gave an overview of the latest update to the latest software version. The update time has been cut down to one hour, where in the past it took over 7 hours. Mr. Werner gave credit to Tyler New World for conducting extensive R & D to streamline the update procedures. Mr. Werner also thanked the 911 centers for all their hard work in bringing all Cores Live on the new system. Mr. Werner gave an update on each of the “CORES”. All cores are now running the latest version of Tyler New World software. North Core was brought live May 17<sup>th</sup>, 2016, and South Core May 31<sup>st</sup>, 2016. Tyler New World had a number of staff in the centers both for the updates and the “GO Live” events. Mr. Vincent requested a copy of Mr. Werner’s report. CIO Collins requested comment from the PSAP members present; (DSP) Mr. Mulford, (Newark PD) Mr. Ryser, (U of D) Sgt. Clark, (NCC) Mr. Street, (Rehoboth Beach PD) Mrs. Ketterman, (Seaford 911) Mrs. Bell, and (Kent Co 911) Mr. Sipple all gave reports on the CAD system. Each related that overall they were happy and have seen a major change in the function of the CAD system. Although the system is not issue free, all felt that the issues are no longer mission critical and minor in nature. New World continues to work to correct all remaining issues. Mr. Turner asked a question about an incident that happened in Snohomish County Washington where there was a delay in the dispatch of the second alarm to a location. Mr. Sipple Kent Co. 911 stated that he did not understand how a center could be so dependent on software that they didn’t have backup. Mr. Metheny requested comment from Tyler New World. VP Mr. Mike Aloe gave an explanation of the Snohomish County WA incident. Mr. Aloe stated that the software did not fail and that it was more a work flow issue. New World is working with them to change business practices. Mr.

Grubb thanked Tyler New World for all the hard work that has been put in to the Delaware System. He stated that is very evident by all the good comments that were made today. Mr. Turner asked where we stand with payments under the Tyler New World contract. Mr. Wagner stated that there are 3 payments left; one for the go live for South Core, one for the North Core and one final acceptance payment. All would need approval of the board to release the payment. Mark Grubb made a motion that Mr. Wagner be granted the authority to make payment to New World for the two center's go live events. Mr. Metheny second the motion. All in favor none opposed.

West Intrado- Matthew Laick. Mr. Laick gave an overview of the 911 phone system upgrade. Mr. Laick reported that all but one center (NCC) have been cut over to the new system. Each upgrade went very smooth and at each upgrade West Intrado staff is in the center. Mr. Ryser agreed that the upgrade went without incident. Mr. Streets (NCC) stated that they requested the start time of the cutover be changed to accommodate their work flow. West Intrado was very accommodating and the cutover went without incident. West Intrado staff was in the room to answer any questions from the board.

Old Business - None

New Business:

Mr. Grubb – Invited everyone to attend the Division of Communications open house at the old State Police Troop 3 This Monday at 11:30.

Mr. Wagner – Mr. Wagner would like to recognize Mr. Ted Ryser for his commitment to Delaware's public safety community. Mr. Ryser has completed 1 year as a part time officer, 21 years as a Newark police officer and 18 years as Newark's 911 Center Manager.

Mr. Metheny – Mr. Metheny requested an update for First Net. Mr. Grubb updated the board on the current status of First Net. All response for the RFP has been returned and that part of the process has been closed. First Net is reviewing the responses and will publish the selected vendor soon. States will then have the option to opt in or opt out.

CIO Collins advised the next Board meeting will be September 8<sup>th</sup> 2016. The E911 Board meeting was officially adjourned at 3:15 pm, motion made by Mr. Turner and seconded by Mr. Vincent.

Respectfully Submitted as Recorded by Eric Wagner 911 Administrator.